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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Doreen L. Galli

Examiner: Kang, Insun

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For: **METHOD AND APPARATUS FOR TAILORING VOICE PROMPTS OF AN
INTERACTIVE VOICE RESPONSE SYSTEM**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Preliminary Amendment

Sir:

Please enter the following preliminary amendment.